

## Vaccine Management Business Improvement Plan

### Basic Guidelines



#### IMPORTANT

- Order when you have a 6-week supply
- Check vaccine immediately upon arrival
- Never reject a vaccine delivery or discard vaccine shipment

#### Any Questions?

Contact the MDPH Vaccine  
Management Unit at 617-983-6828

Effective June 23, 2008, MDPH transitioned to VMBIP, a national centralized vaccine ordering and distribution system. To ensure a smooth transition at your site, follow the steps outlined below.

### Vaccine Managers

All sites should have a Vaccine Manager and another staff person to be a back up. These individuals have the responsibility and authority to manage vaccine ordering and storage. Your Vaccine Manager should have:

- Determined your average monthly usage for each vaccine and order frequencies.
- Assessed your refrigerator storage capacity for vaccines.
- Developed protocols for vaccine ordering and management.
- Identified someone to be responsible for maintaining your Vaccine Information Statements (VISs)

Model Standard Operation Procedure (SOP) protocols and vaccine management checklists can be found the MDPH immunization program website [www.mass.gov/dph/imm](http://www.mass.gov/dph/imm) in the section on Vaccine Management.

### Protocols for Vaccine Ordering and Usage

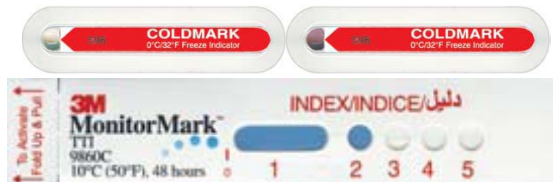
All sites should develop protocols for vaccine ordering and reporting of usage.

- Remember it is important to place your order when you still have a 6-week inventory on hand.
- Determine vaccine ordering levels for each vaccine so that orders for all vaccines are placed at the same time.
- Complete and fax the following forms to MDPH at 617-983-6924
  - MDPH Vaccine Order Form
  - MDPH Vaccine Usage Aggregate Report
  - Temperature logs for past month(s)
- Fax forms on a scheduled basis and keep copies of all forms at your site for documentation and reference.
- Accurate completion of these 3 forms will facilitate timely processing of your order.
- Indicate **any** changes in your delivery hours or shipping instructions on your *Vaccine Order Form* or call the MDPH Vaccine Management Unit at 617-983-6828.

## Protocols for Vaccine Receiving

All sites should develop protocols for vaccine receiving. Depending on the quantity of vaccine you administer during the year, vaccine shipments could be as frequent as every month, every 2-3 months, or as needed. Follow the procedures below when FedEx or UPS delivers a shipment of vaccines:

- **Expect order delivery no later than 14 days after order placement.**
  - Orders may arrive sooner. Once you've placed your order, be prepared to receive it.
  - If your order does not arrive within 14 days of placement, contact the MDPH Vaccine Unit at 617-983-6828.
- **Open the box immediately.** Not doing so risks damage to the vaccines.
- **Check transit temperature monitors inside the container immediately.**



- If the temperature is acceptable, store the vaccine in the refrigerator. [Varicella and measles, mumps, rubella, varicella (MMRV) vaccines will still be shipped directly from Merck and must be stored in the freezer.]
  - If the temperature was not acceptable, place vaccine in a bag marked **'DAMAGED - DO NOT USE'** and store separately in refrigerator (freezer if it is varicella or MMRV vaccine). Contact the MDPH Vaccine Management Unit immediately at 617- 983-6828.
- **Verify the packing list to ensure all the vaccine ordered was received.**

The image shows a sample packing list form from Merck. It includes a barcode at the top left, a header section with 'PACKING LIST' and 'This is not an invoice', and a main table with columns for 'SHIP TO', 'SHIP FROM', 'SHIP DATE', 'SHIP TIME', 'SHIP METHOD', 'SHIP WEIGHT', 'SHIP VOLUME', 'SHIP VALUE', 'SHIP TAX', 'SHIP TOTAL', 'SHIP NET', 'SHIP GROSS', 'SHIP WEIGHT', 'SHIP VOLUME', 'SHIP VALUE', 'SHIP TAX', 'SHIP TOTAL', 'SHIP NET', 'SHIP GROSS'. The form also includes a section for 'SHIP TO' and 'SHIP FROM' information, and a section for 'SHIP DATE' and 'SHIP TIME' information.

- Does the information on the packing list match your order, and what is in the box?
- Do the number of doses and presentation of each antigen match?
- Do the expiration dates and the lot numbers match?
- Do you have all the containers listed on the packing list?
- If some doses or formulations of vaccine appear to be missing, check to see how many containers there are in the shipment. See if those containers are in the group that arrived in your office today.
- Do you have more doses than you ordered?
- If there are any problems or inconsistencies between your order and the vaccine received (including not having all the containers listed on the packing slip) -- contact the Vaccine Management Unit immediately at 617-983-6828.

- **Develop a system to track all doses of vaccine received, as well as their manufacturer, lot number and expiration date.**
  - You may use any system that you find helpful
  - However, you **must** keep a copy of the packing slip for your own records.
  - The packing slip does contain all the necessary data elements for tracking doses. We suggest you file packing slips (along with any *Vaccine Return Forms*) in chronologic order. This will facilitate locating lost doses or identification of lots that are damaged or recalled.



## Return Empty Boxes at No Cost to you

- McKesson sends your vaccine in recyclable extended-use coolers. You **must** return the boxes to McKesson. Instructions for returning boxes will be in the box. With your support, we can all be environmentally responsible.
- Keep 1-2 boxes on hand to use to return any wasted and expired vaccine.
- To return the empty boxes to McKesson at **no** cost to you, please follow these simple steps:
  - Remove the vaccine from the box and store as instructed.
  - Take the ice bricks out of the box and throw away.
  - Replace the foam / Styrofoam lid on the cooler.
  - Reverse the flaps so the UPS A.R.S. label is visible on the outside of the box.
  - Seal the box with packing tape.
- To arrange for the empty boxes to be picked up, you need to call McKesson Specialty Customer Care at 877-822-7746. (Boxes can be returned only via UPS arranged by McKesson.)
- If your box does not have a return label, you can also contact McKesson Specialty Customer Care at 877-822-7746.
- **WARNING:** Do **not** call UPS directly or you will be charged for shipment of the boxes.

**Note:** In Massachusetts, the Project Point of Contact (**PPOC**) referred to in the McKesson materials is the MDPH Vaccine Management Unit. Call the MDPH Vaccine Management Unit for any issues regarding state supplied vaccine, including ordering, shipments and cold chain problems. **Never** call McKesson, except to arrange the return of empty boxes.

*New!*

**New Rule about Returning Boxes:** There is now one new **exception** to the above guidance. If UPS arrives to pick up or deliver another package, (vaccine or otherwise), you may give the empty box directly to the driver, provided she/he has space in her/his truck to accept the empty box.

## Procedure for Vaccine Returns

- Returning damaged or expired state-supplied vaccine ensures that MDPH receives credit toward the purchase of additional vaccine.
- If you have vaccine that is damaged or expired, you **must** call the MDPH Vaccine Management Unit at 617-983-6828 for instructions and approval for returning that vaccine, (including the completion of a *Vaccine Return Form*). Keep a copy of the form for your own records too.

**Never** reject a vaccine delivery or discard vaccine shipments.  
Any Questions? Contact the MDPH Vaccine Management Unit at 617-983-6828.

## Vaccine Information Statements (VISs)

- Providers are responsible for maintaining copies of the most up-to-date VISs in their office.
- VISs, in many languages, are available in print and audio format at <http://www.cdc.gov/vaccines/pubs/vis/default.htm>.
- MDPH recommends that providers designate a staff member to be responsible for VISs and to subscribe to e-mail notification from CDC of revised or new VIS versions at the above website.
  - To subscribe, go to the link above, click on 'Get E-Mail Updates', and enter your e-mail address.

## Continue Best Practices in Vaccine Storage

- Organize vaccine in refrigerator to maximize space and allow proper air flow.
- Monitor and record temperatures twice daily.
- Rotate vaccine stock when new vaccines arrive.
- You will still be receiving varicella and MMRV vaccines on dry ice directly from Merck. Follow your usual procedures to ensure the cold chain of these vaccines.
- Some of your doses of state-supplied influenza vaccine will still be distributed via your regional immunization office or local distributor.
- More information about VMBIP can be found at MDPH's immunization program website [www.mass.gov/dph/imm](http://www.mass.gov/dph/imm), click on Vaccine Management and look for the VMBIP section.

### Remember

- Place new orders when you still have a 6-week inventory on hand.
  - Accurate completion of these forms will facilitate timely processing of your order:
    - MDPH *Vaccine Order Form*
    - MDPH *Vaccine Usage Aggregate Report*
    - Temperature logs for past month(s)
- Fax forms to MDPH (617-983-6924).
- If you have any **changes** in your delivery hours or shipping instructions, indicate it on your *Vaccine Order Form* -- or call the MDPH Vaccine Management Unit (617-983-6828).
  - Open your order immediately upon its arrival.
  - Check your packing list to make sure it matches your order and what is in the shipment.
  - Project Point of Contact (PPOC) in McKesson materials is the MDPH Vaccine Management Unit.
  - Call McKesson Customer Care (877-822-7746) **only** :
    - To return empty boxes (or get labels to return empty boxes)
  - **Don't** call UPS (or other carrier) directly to return empty boxes, or you will be charged.
  - Call the MDPH Vaccine Management Unit (617-983-6828):
    - if your order has **not arrived** within 14 days;
    - to arrange for **vaccine returns**; and
    - for **any** other problems with an order and **all** other questions and inquiries